

Parent Handbook 2019

aeiou
FOUNDATION
for children with autism





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Welcome

from the CEO

Welcome to AEIOU Foundation for Children with Autism. AEIOU's goal is sincere: to give young children with autism the best opportunities to thrive at home, school and in the wider community. Working in small groups, each child is supported by a team of therapists and educators, and it's their commitment and care which sets us apart.

At AEIOU, we understand parenting a child with complex needs presents unique challenges and our team is committed to partnering with you as you navigate the early years of your child's autism diagnosis. That means you can expect quality early intervention and care for your child, in addition to training and support for you as your child's primary carer.

There are 10 AEIOU centres in total, with nine in Queensland and one in South Australia. AEIOU Foundation is Australia's largest employer of autism-specific therapists and educators. The techniques we use with children are evidence-based, which means they are proven to be both safe and effective.

The Australian Guidelines for Good Practice (2012) recommend children with autism will best benefit from 15-25 hours of intensive early intervention per week. For this reason, AEIOU's service is full-time, with children attending from Monday to Friday. Each child is assessed upon intake and at regular intervals, and Individual Plans and goals are created in collaboration with parents and carers.

This Parent Handbook includes everything you need to know about how AEIOU manages its service, and how we will work with you to achieve positive outcomes for your child/ren through early intervention. Not only can you contact the team at your local centre with any questions, you are also welcome to reach out to our friendly team at AEIOU's central office at any time. Simply phone us on 1300 273 435.

Thank you for choosing AEIOU Foundation as your therapy provider.

Yours sincerely,

Alan Smith
CEO

A little about us

The establishment of AEIOU Foundation was inspired by the experiences of James and Louise Morton, after their son was diagnosed with autism. Their experience with autism began shortly after Andrew's first birthday. It was at this time his behaviour changed; he would cry continuously and at times, his behaviour escalated to severe head banging. He did not try to attempt baby talk and was silent except for the word 'mum'.

Andrew was diagnosed with autistic disorder at the age of two, and Louise and James sought the best possible educational program to support his needs. They discovered an early intervention pilot program run by Education Queensland. Andrew began to make great progress in a short space of time. However, in 2003, the centre was closed. Unhappy with the available therapy options, in November 2003, James and Louise, together with Andrew's therapist Rebecca Allen, developed the concept for AEIOU.

In February 2005, the first AEIOU centre was opened in Moorooka, Queensland. The centre was dedicated solely to an intensive early intervention learning program for children with an autism diagnosis.

Our mission

To enhance the lives of children with autism and their families and benefit the community through early intervention learning along with practical and caring support.

Our vision

To be recognised as the leading provider of quality early intervention for children with autism and to ensure every child is provided with the best opportunity to reach their full potential in life.

Our values

Our staff are our greatest asset, driving and delivering our unique program and creating a lifetime of opportunities for children and families. Through a consultation process, staff came up with the values they believe best articulate our identity, encourage our conduct and inspire our purpose. They are:

STEP

• Support

You can rely on AEIOU for expert guidance and a commitment to each member of the Foundation's family.



• Teamwork

A collaborative, inclusive team working together to create bright futures.



• Excellence

Driven to be the best, we are leaders in the delivery of quality, evidence-based early intervention.



• Passion

We're inspired by the difference we are making in young lives. We love what we do.





How we deliver early intervention therapy

At AEIOU Foundation, children and families receive evidence-based therapy and education which helps to develop essential life skills, independence, confidence and inclusion, giving them the best chance to reach their full potential.

At AEIOU, children receive intensive group early intervention. Each group has access to a team comprised of a speech pathologist, occupational therapist, behaviour therapist and early educators, who together deliver AEIOU's autism-specific curriculum. These transdisciplinary team members work not only in their own area of expertise, but have the skills to work across other areas supporting children with a consistent approach to therapy.

At AEIOU, we take the individual needs and strengths for each child into consideration. Children are assessed upon intake, and the data collected at this time is used to work with parents to identify developmental goals and to create an Individual Plan (IP) for the child. Meetings are held bi-annually with parents/carers to discuss how a child is progressing or more often if required. Regular communication is encouraged between parents/carers and the therapy and education team.

Staff continue to collect data at regular intervals to monitor the child's development and ensure we are working effectively to secure the best outcomes for the child.

The AEIOU curriculum focuses on:

- Communication and language skills
- Self-help skills
- Social skills
- Play skills
- Classroom attending skills

These skills set the foundation for future learning, creating opportunities to live more independently, reducing challenging behaviours and increasing opportunities for inclusion.

During a full time, five day placement a child accessing AEIOU will receive 20 hours of group intervention and therapy.

At AEIOU, intervention strategies are informed by research and we acknowledge the Australian Guidelines for Good Practice 2012 and the report by Roberts, Williams, Smith & Campbell (2015) released by the NDIA in 2016 to ensure our practice is evidence-based.

When your child is ready to transition, both children and families are supported to successfully transition to their next learning environment.

For more information on good practice for early intervention for children with autism spectrum disorders, visit www.dss.gov.au and use the search term Early Intervention for Children with Autism Spectrum Disorders: 'Guidelines for Good Practice' 2012.

WHERE CAN I GO ONLINE TO LEARN MORE ABOUT AUTISM?



Beyond our website, the Raising Children Network is a website that provides parenting information for newborns to teenagers.

Information is regularly updated and provided in different ways including written information sheets, videos and interactive forums. It also has a specific section for families of children with ASD, including learning about autism, a service pathfinder and guide to therapies, as well as parent forums. Visit www.raisingchildren.net.au

What you need to know

Hours of operation

Our service operates from 7.00am - 5.00pm Monday to Friday, with the intensive therapy taking place between 9.00am - 2.30pm. Outside of this time, children are cared for by specialist staff while they participate in play-based activities supporting social and behavioural development, which reinforce the learnings taught in the intensive program time.

AEIOU centres are open 48 weeks of the year. Each centre closes for one week mid-year during the school holidays and three weeks at Christmas. Fees are not charged during closure periods.

Our fees

We are committed to ensuring our service is affordable and offers good value. To help ensure you receive reasonable and necessary funding throughout the duration of your child's enrolment, our NDIS Support Coordinators are available to provide you with information and assistance prior to your NDIS meeting. Please email ndis@aeiou.org.au.

Our service is structured to ensure families can also claim Federal Government rebates, including the Child Care Subsidy (CCS), where applicable.

Because each family's funding varies according to specific circumstances, we ask all families to contact our Parent Liaison & Fee Coordinator on **1300 273 435** or email enrolments@aeiou.org.au for information and quotes.

Payment of fees

AEIOU charges fees two (2) weeks in advance and fees apply across the 48 weeks of the year our service operates. Statements are issued via email on a weekly basis and fees are direct debited via Debit Success.

Immunisation requirements

If your child is not immunised for reasons other than those medically approved, you are no longer eligible for Child Care Subsidy (CCS). Parents and carers should be fully versed on the financial consequences if your child is not immunised. To find out more about immunisation requirements, visit the Department of Human Services website www.humanservices.gov.au.

Changing an enrolment

If there are changes in enrolment (e.g. changing from full-time to part-time, transitioning, changes to NDIS funding or a change of address and contact details) you will need to complete a Change of Enrolment form, available from your Centre/Service Manager.

Cancelling an enrolment

You must provide four (4) weeks' notice when changing or cancelling an enrolment. You will need to complete and sign a Change of Enrolment form, which must also be co-signed by your Centre/Service Manager.

NDIS Service Agreement

The purpose of this agreement is to establish a contract of service for the provision of early childhood intervention and associated supports as agreed to between the Parent/Carer and AEIOU Foundation. It relates to the Child identified in the agreement, where all eligibility and access requirements are met. This agreement shall continue in force while the eligibility and access requirements continue to be met, unless either party cancels the agreement. This agreement is contingent on

the availability of relevant NDIS funding under a participant's NDIS Plan, which will be reviewed and amended from time to time by the National Disability Insurance Agency (NDIA). A Schedule of Services attached to this agreement will be reviewed and updated in accordance with the current NDIS Plan and associated commencement dates.

Late collection

It's important to collect your child on time. If a parent or guardian experiences unavoidable delay, you must phone the centre and provide an estimated time of arrival. If this does not occur, staff will attempt to contact the primary parent/carer by phone, and if this is unsuccessful, staff will call the emergency contacts listed on the child's enrolment form to arrange for immediate collection.

AEIOU charges late fees to cover the cost of the staff member's time and service operational costs, noting this relates to non-intensive therapy and is applicable for long day care services. The late fees that can be applied are detailed in the Terms and Conditions of the Service Agreement.

Financial hardship

The Lynn Wright Memorial Fund (LWFM) provides financial assistance to families who may otherwise be unable to access the service. The fund is led by an independent committee. For more information about the Lynn Wright Memorial Fund, visit www.aeiou.org.au/lynn-wright-memorial-fund. For further information, please contact our Parent Liaison & Fees Coordinator at enrolments@aeiou.org.au.

Additionally, AEIOU Foundation has a Financial Hardship Policy detailed in the Service Fees, Financial Administration and Reporting Procedure, which is available for you to read in your centre, or by emailing enrolments@aeiou.org.au.

Service suspension

A placement may be suspended in the following circumstances:

- Outbreak of a vaccine preventable disease for a non-immunised child
- Contraction of infectious disease(s)
- Behavioural issues outside the constraints of the service
- Inability to fulfil financial obligations (fee payment) to the service
- Inability to fulfil obligations under the Service Agreement
- Safety of any worker or child is threatened or abused
- Children, workers or the child themselves is at risk of harm
- If autism is not the primary diagnosis of your child

If you wish to discuss suspension of a service for a personal reason, please contact your Centre/Service Manager who will direct you to the most appropriate contact.

Parents, carers and their families and visitors are expected to behave and interact with staff and other parents safely, with courtesy and respect and follow AEIOU's policies and processes as directed and provided.

Please note: AEIOU Foundation reserves the right to terminate an enrolment when we consider that termination is in the best interest of the organisation. AEIOU agrees to give families reasonable notice of an intention to exercise this right and will refund any payments in credit.

The National Disability Insurance Scheme (NDIS)

AEIOU is registered and certified to provide NDIS supports. We are subject to an annual external audit process that assesses our organisation's performance and compliance with the Quality and Safeguarding Framework. Our compliance is certified to meet the NDIS Practice Standards, Rules and Guidelines, discharged under the NDIS Act, 2013 and related requirements including the rights of people with disabilities and the rights of the child. Participants who receive NDIS funding are automatically included with the audit unless they "opt out" in writing. We will keep parents/carers informed when audits are planned and how you can participate.

The Core NDIS Practice Standards we must meet cover:

- Rights and Responsibilities
- Governance and Operational Management
- Provision of Support
- Support Provision Environment

We are registered to provide the following service groups and must meet the Standards specified for each:

- Specialist Behaviour Support
- Early Childhood Supports
- Therapeutic Supports

In addition to the Standards, we have systems and processes in place to safeguard against risks related to:

- NDIS code of conduct and new worker orientation
- Incident management and reportable incidents of harm or serious injury
- Complaints management and resolution
- Worker screening with appropriate criminal history checks maintained
- Behaviour support and the positive behaviour support capability framework

Further information about these standards can be found on the NDIS Quality and Safeguards Commission website: www.ndiscommission.gov.au.

Navigating the NDIS

Navigating a system such as the NDIS can be confusing. AEIOU is here to help. If you need support to achieve the best possible outcomes and support at your NDIS planning meeting, please contact us so we can assist.

AEIOU's dedicated NDIS Support Team can help you with:

- Pre-planning for your NDIS meeting
- What to do if you are not happy with your plan
- How to action a review
- What support to expect from AEIOU through a review process
- What happens if your child's goals change
- Who to notify if those goals are changing

You can reach our specialist team by emailing ndis@aeiou.org.au.

Preparing for your first week

What to bring in your child's backpack:

- Morning tea, lunch and afternoon tea
- Nappies and wipes or several pairs of underpants (if toilet training)
- Multiple changes of clothes
- A water bottle filled with water
- A hat (legionnaires or bucket) and sun block
- Warm clothes (during the cooler months)
- Your diary to be returned (if applicable)
- Bedding for nap time, including a pillow, sheets in a drawstring bag, and a blanket (during cooler months)

Please remember to clearly label your child's name on ALL personal belongings.

AUTISM: THE EARLY YEARS

At AEIOU, we understand how important it is for parents and carers to feel well supported while navigating these early days. We've designed Autism: The Early Years to be a visual resource providing useful information and practical advice on the topics we most frequently encounter. Across nine videos, we cover the areas of family, behaviours and communication, feature autism experts employed by AEIOU, along with mums, dads and children enrolled at our centres. They're free to view at www.aeiou.org.au/autism-the-early-years.



Centre processes

Arriving at the centre

- Parents/guardians must ensure children are brought to the centre by the parent/carer or a responsible adult (over 18 years of age).
- To ensure consistency of routine for all our children, children must arrive to attend the program by 9am. Late arrivals will be requested to wait for a suitable time to enter the classroom.
- Parents/guardians must ensure staff are aware of their child's arrival and **always** sign-in – this is a legal requirement.
- Parents/guardians are requested to let staff know if children will not be attending (due to sickness, or holidays).
- Staff can help you with using the Qikkids kiosk to sign in, and to update records.

Departing the centre

- Children will only be released to authorised persons, as indicated on enrolment documentation and Qikkids record.
- AEIOU must be notified in writing of any changes regarding the adult who is collecting a child and this person must be authorised on enrolment documentation.
- If a child is to be collected by an unauthorised person, express parental consent must be first obtained, and photo identification provided to the centre.
- Parents must ensure staff are aware of collection and always sign-out.
- Staff can help you with using the Qikkids kiosk to sign out, and to update records.



A typical day at AEIOU

Below is an example timetable of the way we structure our day at AEIOU. Note, your child's routine may differ due to the need to rotate mealtimes and outside play between each of the rooms in your centre. Regardless, your child's daily routine will include two hours of learning centres, as well as morning tea and lunch. All children also have at least 30 minutes of outside play each day.

Time	Monday to Friday
7:00am to 9am	NIPT – Non-intensive program time
9:00am to 9:10am	Transition
9:10am to 9:30am	Circle time (greetings, roll call & songs)
9.30am to 9.40am	Toileting
9:40am to 10:00am	Morning tea
10.00 am to 11.00 am	Outside play/learning centre (rotations in the classroom)
11.00 am to 11.15am	Transition
11.15am to 11.30 am	Circle time (song, surprise box, book)
11:30am to 12:45pm	Learning centre (two groups)
12:45pm to 1.00pm	Toileting
1:00pm to 1:30pm	Lunch
1:30 pm to 2:15pm	Rest time (relaxing music, books, gross motor room)
2.15 pm to 2.30pm	Circle time (applying sunscreen/getting hat/transitioning outside)
2:30pm to 5pm	NIPT – Non-intensive program time

Mealtimes & nutrition

AEIOU views mealtimes as occasions that promote social interaction and create a context for developing self-help skills, discussing health and hygiene, making requests, and learning appropriate behaviours. Staff sit with children at mealtimes to facilitate learning and assist children to successfully practice these skills. This time is also used to introduce new foods with staff supporting children to achieve individual goals.

It is important you notify staff if your child has a special dietary requirement or allergy and provide any relevant management plan. Questions are asked during the enrolment process, however when circumstances change you need to let centre management know and update documentation.

All AEIOU centres are nut-free. We recognise many children with autism have limited diets due to food allergies and aversions, but we understand the importance of good nutrition for learning and development and therefore encourage healthy choices. We ask you not to send soft drinks, cordial, lollies, chocolates or chips, unless they are recommended by staff to be used as reinforcers. Please note, we are not able to heat or re-heat food for your child.



Medication

Prescribed medication must be correctly labelled by a pharmacist. If your child requires medication to be administered, it is essential to meet with Centre Management either prior to enrolment or as soon as the medication is required. Any change to your child's needs must also be communicated to Centre Management immediately. AEIOU is responsible for creating an appropriate plan and ensure a risk assessment is conducted. Further, serious medical conditions, such as asthma, epilepsy, allergies/anaphylaxis, diabetes need a Medical Condition Action Plan completed by your child's doctors, and given to us so we can create a Risk Minimisation and Communication Plan.

It is illegal for medication to be kept in a child's bag or belongings while at the centre. Medication must be given to the centre staff who will provide the parent/carer with the Room Medication Record to be completed. All medicines must be appropriately labelled in original packaging and must not have expired.

If a child requires long-term medication to be administered, parents or guardians must provide a Long-Term Medication Form from the child's treating doctor. If S4 Restricted or S8 Controlled medications (i.e. prescribed restricted substances) are to be brought to the centre to administer to a child, there are strict processes and other documentation to be completed that must take place to meet legal requirements.

If a medication is considered a 'restrictive practice', along with the Long-Term Medication Form from the doctor, a Positive Behaviour Support Plan will be developed by AEIOU in consultation with the child's parents and medical team to reduce or eliminate the medication. This is because under the NDIS Restrictive Practice and Behaviour Support Rules, any medication used for the primary purpose of influencing a person's behaviour is classed as a 'restrictive practice', and is subject to additional requirements that we must report against.

An example of this is Ritalin.

Details are provided in the Medical Conditions and Medication Administration Procedure, available onsite to read in the Parent Room, or from centre management.

Rest time

In line with our commitment to ensuring the needs of each child is met in education, play and rest, AEIOU schedules up to 30 minutes of rest time each day. This forms part of the daily timetable and complies with childcare regulations to allow children 'down time' with the option to sleep. The age and development stages of children are taken into account at this time. AEIOU provides individual rest mats for children (parents must supply cot-size sheets, blanket and a sheet bag) and staff supervise children during this time and facilitate relaxation and/or quiet, independent activities.

Toileting

Toilet training will occur on an individual basis and will involve staff and parents working together to create an 'action plan' appropriate to the development and skills of the child. Consistency is the key to achieving success in what can often be a difficult and prolonged process, so we expect you to implement the strategies discussed with staff, and to use the resources provided at home. We strive to make toileting a positive experience for your child utilising positive reinforcement strategies. Meaningful and anatomically correct language will be used on a one-to-one basis to help children understand and recognise the relationship between their body and its functions.

Toys from home

We appreciate children may be attached to particular toys from home, but we request these toys are not brought to the centre. Children with ASD have difficulty with the concepts of ownership and sharing, so toys brought from home often create difficulties. In addition, our centres cannot take responsibility for personal toys which get lost or broken.

Birthdays

Birthdays are special events for children and AEIOU recognises the cultural and social significance of these celebrations. Parents are welcome to bring a cake for your child to share with friends to mark their birthday. For hygiene reasons, we also encourage parents to bring a separate cupcake for the candle-blowing element of the celebration. Some of our children do have allergies so it is important to check with us so that we can notify the other parents in advance and obtain the necessary permission for children to participate.

Transition support

AEIOU is committed to supporting each child to ensure a successful transition from AEIOU to the next educational setting. We have found the best way to assist transition is to collaborate with you as to when the process will occur and for you to coordinate between settings. We will:

- Provide a transition support plan to support the process
- Attend meetings/interviews/orientation with parents if required
- Host two visits for each child to support the transition process, and
- Support the staff and children at the new setting, providing education and resources.

Additional transition supports can be written into the NDIS plan. Please contact ndis@aeiou.org.au for more information.

Sun safety

AEIOU Foundation is a SunSmart organisation, and is committed to minimising children's UVR exposure throughout the day. Please ensure your child brings a hat and is wearing sunscreen before leaving your child at the centre in the morning. Sunscreen will be re-applied prior to morning play, at 10am prior to outside play and following rest time.

Excursions and incursions

Our centres host several excursions as well as incursions to support children to manage new experiences. A letter will be issued to your family with all the relevant details, including cost. We will seek written consent from each family before each activity. On the day, parents will be responsible for their child on an excursion, including transport, with staff in attendance for support. Note, we will conduct a risk assessment ahead of any planned excursion.

A UNIVERSAL APPROACH

AEIOU welcomes families and staff from culturally diverse backgrounds. In fact, across our services families come from more than 45 different countries. Translation services are available at any stage of your child's enrolment.



To learn more about our service in your preferred language other than English, visit www.aeiou.org.au/other-languages.

Working together

Parent involvement

As parents and carers, your involvement and participation is integral to the success of the program and you are encouraged to contribute to all areas of service provision. If you have feedback, please contact us at feedback@aeiou.org.au.

We acknowledge the rights of parents and carers. Our policy is to ensure you have the right to:

- A quality service that is safe and responsive to the social and cultural requirements of your individual and/or family unit
- Be involved in all planning and review decisions regarding your child's program
- Access all information about your child held by AEIOU Foundation
- Access information about our service and requirements to enable you to make informed decisions
- Involve an advocate or support person of your choice to represent your interests
- Confidentiality, privacy and dignity
- Raise concerns or complaints without fear of retribution, and to have issues dealt with in a fair and prompt manner
- Information regarding the program, management structure and organisational directions
- Interpreter services or other supports in instances where parents/families require assistance with requirements relating to the service

As parents/family members you are responsible for:

- Interacting with other parents and staff respectfully and collaboratively
- Assisting in the review of your child's program
- Implementing home activities/plans developed as part of the child's ongoing program to ensure consistency across settings
- Making arrangements that meet drop-off and collection requirements
- Providing the necessary medical and health reports which will enable us to develop and provide appropriate services to your child
- Informing AEIOU of changes to contact details, authorised persons, custodial conflicts or court orders
- Keeping staff updated on changes in medication and diet that the child may be undergoing
- Identifying risks the organisation may have to consider in service provision
- Raising concerns or complaints with us first and working collaboratively with the service to resolve issues.
- Supporting the Parent Fundraising Committee or AEIOU Foundation in fundraising initiatives if possible

Code of Conduct

AEIOU expects respectful conduct from all staff and families with no exceptions. There is zero tolerance to bullying, intimidation, discrimination or harassment of staff or other parents and guardians. In the unlikely event of this behaviour, AEIOU reserves the right to take action. Please refer to AEIOU's Code of Conduct for clients.

Parent forums

Each AEIOU Foundation centre hosts a number of parent forums each year. These events, which may also take place in the form of a morning tea, are designed to enable parents and carers to participate in decisions, activities and resources, as well as provide feedback on service provision and support fundraising activities at a centre level. It's also a chance to establish valuable support networks.

While the structure of the forum is relatively informal, we suggest assigned roles include a Chairperson, Secretary and Fundraising Coordinator, with meetings taking place once per term. Minutes should be recorded by the secretary and subsequently distributed to all parents at the centre.

Communication between staff and families

We encourage open, two-way communication between staff and families through notice boards, parent pockets, diary, notes, newsletters, posters, discussions, formal meetings and daily exchange of information. We value the intimate knowledge that you as parents have of your child/ren and utilise it where possible to develop individualised programs to best meet the needs of your child. Should you require further information regarding your child's progress or wish to raise a concern, please make an appointment with your Centre Manager to meet at a mutually convenient time.

Parent workshops

AEIOU recognises families as the key people in supporting their child's development. Our specialised staff work with each family to share knowledge, strategies and resources to ensure that learning is carried from the educational setting into the child's home and community environments. All centres conduct workshops on topics across the curriculum for parents and carers. Please visit www.aeiou.org.au/workshops for further details.

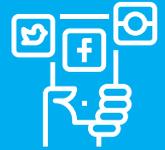
AEIOU external support

As part of our family-centred outlook, AEIOU recognises it may be important to provide service or support to a family outside of the centre-based environment. A staff member or family representative may indicate a need for a home visit, school transition visit or community support experience. Typically, reasons for this may include training of a specific strategy within the context of the home environment (e.g. toileting or mealtimes), assistance with generalising skills or assistance accessing community experiences (as related to their early intervention plan).

SOCIAL MEDIA EXPECTATIONS:

At AEIOU, staff, parents and carers must be mindful about how they communicate in social or online forums.

At no time is it acceptable to identify a child, family or staff member from an AEIOU service without express permission.



General online social etiquette guidelines to consider include:

Before posting, ask yourself: 'Why am I posting this?' 'Who can see it?' 'Is it compromising?' and 'What could the outcome be?' For more information, refer to AEIOU's Social Media Guidelines for Parents and Carers.

HAVE YOU TAPPED IN TO ANY OF THESE AUTISM SUPPORT SERVICES?



- Autism Queensland (07 3273 0000)
- Autism SA (1300 288 476)
- Autism Hub (07 3328 6950)
- Dept of Communities, Disability Services & Seniors (1800 177 120)
- Family and Child Connect (13 32 64)
- Relationships Australia (1300 364 277)
- Carers Queensland (1800 242 636)
- Carers SA (1800 242 636)
- Autism Hotline (1300 222 777)

AEIOU Research

AEIOU's Research and Assessment team engages in research and focuses on how we can achieve better outcomes for children with autism and their families. Research helps us to reflect on our service and improve what we do to better meet child and family needs and better support families. The Autism Research and Innovation Committee (ARIC) acts as the gatekeeper for research both internally and external to AEIOU, and defines the research priority areas for research conducted at AEIOU.

You will be invited to participate in research activities, remembering you are not obliged to accept this invitation. We also ask some information about your family background in our enrolment package which we may ask to use for research. This information helps us to understand the families accessing our service and helps us to ensure our program works for all families.

Participation of families is vital in achieving our goals for research as set by the Autism Research & Innovation Committee (ARIC). To find out more, visit aeiou.org.au/our-research.

Policies and procedures

Our centres have several policies and procedures that relate to the quality care of each child in our service. These can be easily accessed in your parent room. Some of our core policies and procedures include:

- Advocacy Services Procedure
- Breast and Bottle Feeding Procedure
- Child Safety Wellbeing and Rights Policy
- Child Protection Policy
- Code of Conduct Policy
- Community Experiences Procedure
- Conflicts of Interest Procedure
- Delivery and Collection of Children Procedure
- Early Childhood Supports Policy
- Feedback Complaints Management and Resolution Policy
- Feedback Complaints and Resolution (Clients) Procedure
- Incidents and Reportable Incidents Management Plan
- Management Policy
- Medical Conditions and Medication Administration Procedure
- Privacy Notice Policy
- Quality Management System Policy
- Restrictive Practices Procedure
- Service Access and Exit Procedure
- Service Delivery Procedure
- Service Provision Policy

- Sleep, Rest and Relaxation Procedure
- Social Media Guidelines for Parents and Carers
- SunSmart, Sunscreen and Insect Repellent Procedure

If you can't find what you're looking for, please ask Centre Management and they will be only too pleased to help.

Have some feedback for us?

AEIOU Foundation aims to consistently provide services that meet the needs of clients and stakeholders and satisfy applicable statutory, regulatory and contractual requirements. We undertake a range of strategies to adopt a "best practice" approach to monitor, measure and respond to and improve customer experience and satisfaction. Because of our commitment to continuous improvement, we encourage our interested parties to evaluate our services and tell us about their experience and opinions. We will respond to you as soon as possible.

Our **Feedback, Complaints and Resolution Procedure** explains ways you can give feedback or raise a concern with us, how we manage any complaints with you and other useful information. Our overarching **Feedback, Complaints Management and Resolution Framework Policy** outlines the key principles and concepts of our feedback and complaints management system. Copies can be accessed from all of our centres and Central Office.

Do you have a have a question, problem, or a concern to discuss with us? We encourage you to do so via the correct channels explained in the Feedback, Complaint and Resolution Procedure.

Contact us

Central Office: 3 Balaclava Street, Woolloongabba Qld 4102

AEIOU Website: www.aeiou.org.au

Postal Address: PO Box 8072, Woolloongabba Qld 4102

Tel: 1300 273 435

Central Office contacts

Department	Telephone	Email
General Enquiries	(07) 3320 7500	info@aeiou.org.au
Enrolments	1300 273 435 or (07) 3320 7545	enrolments@aeiou.org.au
Accounts	(07) 3320 7560	billing@aeiou.org.au
Fundraising	(07) 3212 1100	giving@aeiou.org.au , events@aeiou.org.au
Corporate Affairs	(07) 3320 7520	communications@aeiou.org.au
Research	(07) 3212 1106	research@aeiou.org.au
NDIS Support	(07) 3320 7950 or (07) 3320 7570	ndis@aeiou.org.au

Centre contacts

Centre Location	Telephone	Email
Bray Park	(07) 3889 7751	braypark@aeiou.org.au
Bundaberg	(07) 4155 0399	bundaberg@aeiou.org.au
Camira	(07) 3381 8767	camira@aeiou.org.au
Gold Coast (Arundel)	(07) 5597 0122	goldcoast@aeiou.org.au
Logan	(07) 3094 8700	logan@aeiou.org.au
Nathan	(07) 3320 7900	nathan@aeiou.org.au
Sippy Downs	(07) 5452 0300	sippydowns@aeiou.org.au
Toowoomba	(07) 4636 3600	toowoomba@aeiou.org.au
Townsville	(07) 4773 2898	townsville@aeiou.org.au
Adelaide (Brighton)	(08) 8306 4900	brighton@aeiou.org.au

Other useful contacts

AEIOU Foundation understands that, in light of an autism diagnosis, families may experience mental health and/or financial stress. Practical advice is available through independent and confidential counselling services on matters such as mental health and wellbeing, budgeting techniques, debt repayment plans, negotiations with creditors and more. We recommend the below organisations which may be able to assist families during these times:

Beyond Blue

www.beyondblue.org.au

Phone: 1300 224 636

Lifeline

www.lifeline.org.au

Phone: 131 114

Salvation Army

www.salvos.org.au/need-help/financial-assistance

Phone: 13 72 58

Office of Fair Trading

www.fairtrading.qld.gov.au/printable/financial-hardship

National Disability Insurance Scheme

www.ndis.gov.au

Phone: 1800 800 110

NDIS Quality and Safeguards Commission

www.ndiscommission.gov.au

Department of Education, Training & Employment (DETA)

www.deta.qld.gov.au

Phone: 1800 637 711

We have an Advocacy Information Sheet that lists a range of advocacy services that may be of interest to you, which is available in the Parent Room, or from Centre Management.

More information about specific advocacy services can be searched close to your suburb.

Try www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/.

Private therapists

To find a private therapist, you can speak with your GP for a listing of locally operated services or alternatively contact the relevant professional organisation:

Occupational Therapy Australia	07 3397 6744	www.otaus.com.au/divisions/qld
Speech Pathology Australia	03 9642 4899	www.speechpathologyaustralia.org.au
Australian Psychological Society	1800 333 497	www.psychology.org.au
Physiotherapy Board of Australia	1300 419 495	www.physiotherapyboard.gov.au

A note on licensing

In Queensland, AEIOU is licensed through the Office of Early Childhood Education and Child Care in accordance with the Education & Care Services Act 2013.

In South Australia, our service is regulated by the National Quality Framework (NQF).



www.aeiou.org.au